

REMARKS

Claims 1-10, 13, 17-26 and 28-101 are pending in the application.

Claims 1-10, 13, 17-26 and 28-101 have been rejected.

Claims 1, 13, 17, 19, 21, 39, 46, 59, 67, 84, 85, and 95 have been amended.

Claim 77 has been cancelled.

Rejection of Claims under 35 U.S.C. § 103(a)

Claims 1-10, 13, 17-22, 24-26, 28-42, 45-56, 58-64, and 66-101 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Patent No. 6,332,154 issued to Beck et al. ("Beck") in view of U.S. Patent No. 6,763,369 issued to Ytuarte et al. ("Ytuarte"). Applicants respectfully traverse this rejection. Applicants respectfully submit that the proposed combination of Beck and Ytuarte fails to teach or suggest each element recited in Applicants' claims.

Element of Receiving Activation of a Work Item Object Not Taught

Claim 1 recites receiving activation of a work item object. The Office Action posits that Beck teaches that agents accept tasks by initiating an email or fax, and then alleges that the icon for the email or fax program somehow corresponds to the work item object. Office Action, p. 3. Applicants respectfully submit that the section cited in support of this position (see below) does not disclose agents initiating anything even comparable to emails or faxes.

Column 293 represents a time that each step and sub-step begins executing within the CINOS system. Numerals illustrated in column 293 represent units of time expired as the process is executed. For example, Main task 1 named Pre-Qual begins at 0000 (the time that the application is invoked). A client who is requesting a loan via telephone or other media may invoke IPM 287 thus beginning its automated execution while the client waits in queue. In some embodiments, wherein a client is not live in queue, an agent may initiate the process based on a not-live request such as an e-mail or fax. In general the time displayed in windows under TIME Begin are returns only, based on the actual times related and previously required

steps are completed. That is, typically a task will not begin at a fixed time from 0000, but will begin as soon as pre-requisite tasks are all completed.

Beck 36:37-55, (emphasis supplied). The section teaches agents initiating an IPM process in response to receiving an email or fax. However, the cited passage does not disclose the act of an agent clicking on an icon for a fax or email program, as posited by the Office Action. Therefore, Applicants respectfully request that the rejections based on this rationale be withdrawn.

Further, even if the cited references did disclose clicking an icon to open an email or fax program, the cited references fail to disclose any association between the icon used to open the email or fax program and a work item. The claims recite that the work item object is associated with a work item available via the incoming communication channel. Merely providing an icon to open an email or fax program fails to disclose the required association of that icon with a work item.

The Office Action also cites the following portion of Beck as purportedly disclosing receiving activation of a work item object: "Various media presentation modules are provided and adapted to provide instruction as to how workload will be presented to an agent or group of agents. These are a push module 401, a push/blend module 403, a publish and subscribe module 405, and an interrupt module 407." Beck 57:22-28 (cited at Office Action, p. 6). However, as noted in Applicants' previous response, the cited passage discloses details of Beck's AWPM (Agent Work Presentation Model), which is simply a way of determining which items an agent should be presented with, or notified of. *See* Beck 53:65-67. At best, each of the modules described in the cited passage is a different way to determine what type of work an agent will be notified of, *i.e.*, whether the agent will be notified of phone calls or emails, and the fashion in which the agent will receive the notification. However, the cited passage does not suggest the existence of a work item object of the user interface, wherein the object is associated with a work item.

Element of Identifying a Command Not Taught

Claim 1 contains an element requiring the identification of a command, wherein the command is associated with the activation of the work item object, and the

identifying comprises accessing a user interface object table. The Office Action states that clicking on an icon to activate an email or fax program would “activate the command.” Office Action, p. 3. As already shown, the cited portions of Beck fail to disclose clicking an icon to activate an email or fax program.

However, even if the cited portions of Beck did show clicking an icon to activate an email or fax program, and even if this was comparable to identifying a command associated with a work item object (points which Applicants do not concede), the cited portions fail to teach or suggest the requirement that identifying the command comprises accessing a user interface object table, as recited by the amended independent claims.

The Office Action also cites to lengthy portions of Beck which describe a diverse interaction module (DIM). Office Action, p. 6. However, the Office Action does not point to any element of the DIM which is comparable to the claimed user interface object table. Applicants respectfully submit that this necessarily follows from the fact that the cited portions of Beck fail to disclose anything comparable to the claimed user interface object table.

Element of Identifying a Channel Driver Comprising the Command Not Taught

Claim 1 contains an element requiring the identification of a channel driver comprising the command, wherein identifying the channel driver comprises accessing a command table. The Office Action states that Beck’s routing system interface module teaches the claimed channel driver. Without conceding the point, Applicants respectfully note that merely teaching a channel driver is insufficient to teach identifying a channel driver (that comprises a given command) by accessing a command table. The Office Action fails to point to any teaching in Beck comparable to identifying a channel driver by accessing a command table.

For at least the foregoing reasons, Applicants respectfully request the Examiner’s reconsideration and withdrawal of the rejection of claim 1 and an indication of the allowability of same. For similar reasons Applicants request the reconsideration and withdrawal of the rejections of independent claims 13, 17, 19, 21, 22, 39, 46, 54, 59, 67, 84 and 85. For at least the reason that all remaining rejected claims are dependent upon

independent claims 1, 13, 17, 19, 21, 22, 39, 46, 54, 59, 67, 84 and 85, Applicants request the reconsideration and withdrawal of this rejection against all remaining rejected claims.

Claims 23, 43, 44, 57 and 65 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over Beck and Ytuarte further in view of U.S. Patent No. 6,587,556 issued to Judkins et al. ("Judkins"). Applicants respectfully traverse this rejection. Claims 23, 43, 44, and 57 and 65 depend, respectively, upon allowable base claims 22, 39, 54, and 59. Therefore, Applicants respectfully assert that these claims are likewise allowable, at least by virtue of depending from allowable base claims.

CONCLUSION

In view of the amendments and remarks set forth herein, the application and the claims therein are believed to be in condition for allowance without any further examination and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned at 512-439-5092.

If any extensions of time under 37 C.F.R. § 1.136(a) are required in order for this submission to be considered timely, Applicants hereby petition for such extensions. Applicant also hereby authorize that any fees due for such extensions or any other fee associated with this submission, as specified in 37 C.F.R. § 1.16 or § 1.17, be charged to deposit account 502306.

Respectfully submitted,



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